



ENTERPRISE INFORMATION SYSTEMS
DEPARTMENT OF THE NAVY

Next Generation Enterprise Network IT Services Industry Day Service Model / Service Portfolio

Basam Hasan

PMW 205

17 November 2015



As the DON moves towards the NGEN re-compete the establishment of a new Service Model and Service Portfolio (SM/SP) is a critical enabler for our efforts to strategically align the Navy IT Enterprise and effectively deliver IT services to support the Fleet in 2018 and beyond.

The new SM/SP will enable:

- A Service Centric organization
- Services that enable desired mission outcomes more effectively
- A flexible operating environment that can evolve with technology
- A dynamic and efficient delivery model based on best practices

**...consuming
an existing set
of
capabilities...**



Cyber Security



Network



Enterprise



End User

...in a budget-constrained environment on a network that is continuously under attack.

Transition and Future Advancements

Enhancements Made to Date

- Enabled government C2 and increased network situational awareness
- Performance Management Practices instituted
- Process Development and Standardization (ITIL Best Practices)
- Beginnings of a Service Mind Set

While NGEN has improved Governance and Service Management, we realize more advancements can be made



Further alignment to industry best practices



Inherent flexibility that can change with the needs of the operating environment



Enhancing C2 and Security while maintaining a competitive environment



Organization and enterprise alignment to the mission



Leveraging marketplace solutions for the enterprise

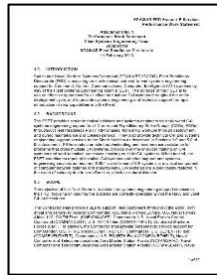


Keeping pace with technology

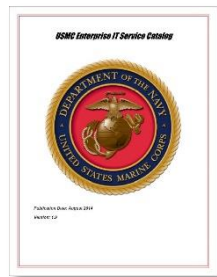
Service Portfolio (Conceptual)



NGEN PWS

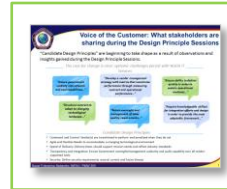


ONE-Net PWS



MCEN PWS

Design Principles



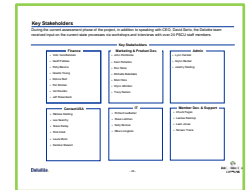
Establish guidelines for future state requirements

Lessons Learned



Benefiting from Lessons Learned

Service Definitions



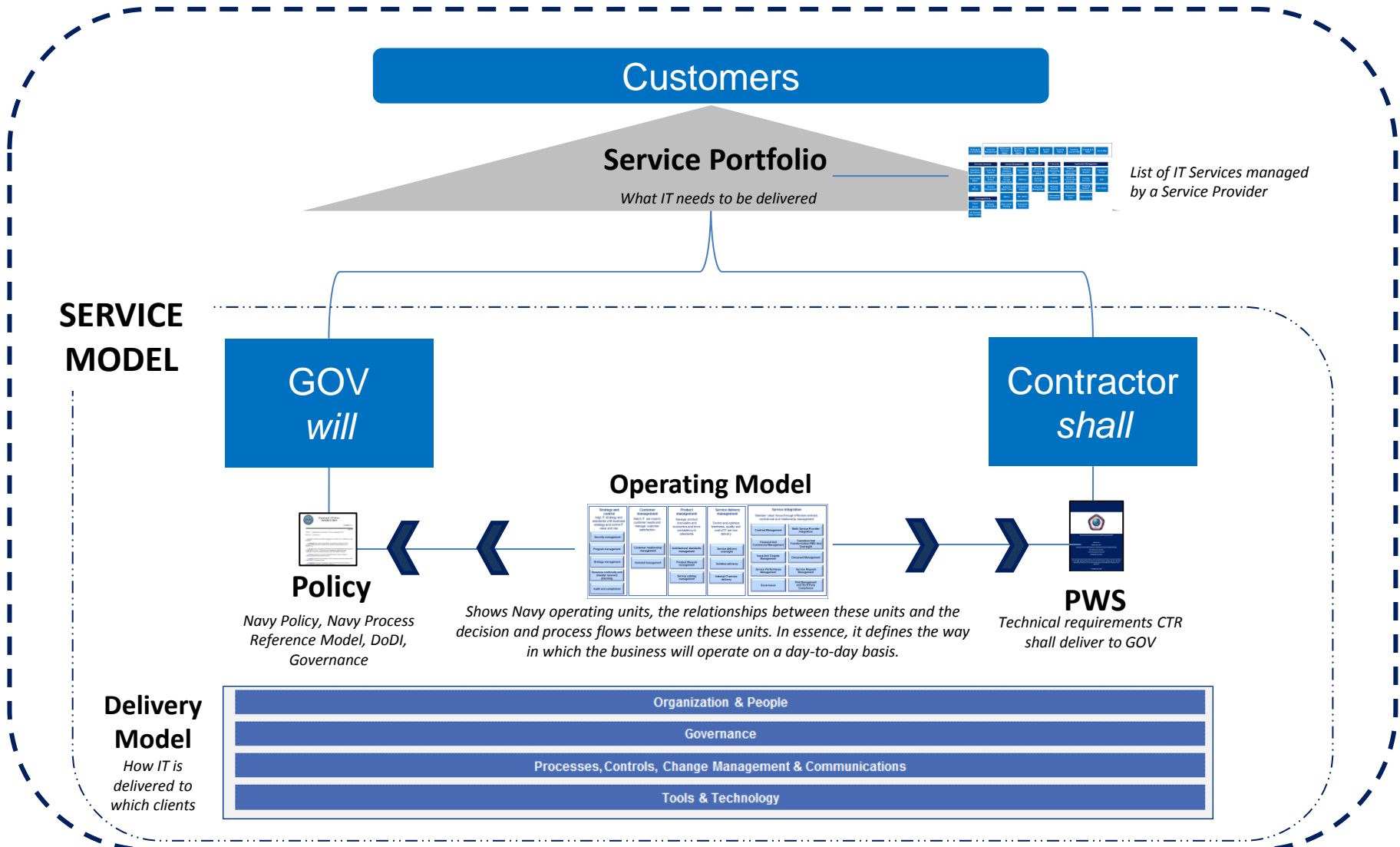
Aligning to Industry Best practices

End-User Services		Infrastructure Management		Network	Security			Systems & Applications		
Help Desk Operations	Desk Side Support	IMACs ¹	Server/Storage Operations	Network Monitoring and Administration	Maintenance	Access Control	Config Mgmt	Project Capture and Planning	Ongoing Support/Maintenance	Development
Knowledge Management	End-User Device Management	Data Center Facility	Hardware Management	Patch Management	Media Protection	Risk Assessment	Contingency Planning	Systems Architecture & Design	Functional Design	Deployment
Unified Communications	End-User Hardware	DR/BCRS ²		Network Architecture Management	Physical & Environmental Protection	Audit & Accountability	Identification & Authorization	Business Case	Technical Requirements	Testing
Converged Infrastructure					System and Comms Protection	Assessment & Authorization	Incident Response			
Cloud Orchestration	Application Hosting	Internal Cloud								
Network Virtualization	Application Virtualization	Hybrid Cloud								

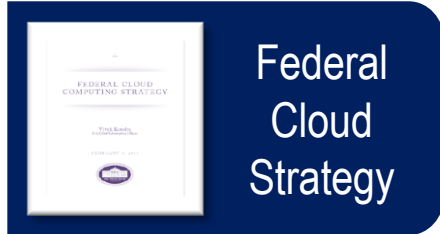
The Service Portfolio (SP) represents a catalogue of services managed by a service provider. It contains contractual commitments (PWS), new service development, and ongoing service improvement plans.

Navy and Marine Corps working together to define future Enterprise Service Portfolio

Delivering IT Across the Enterprise

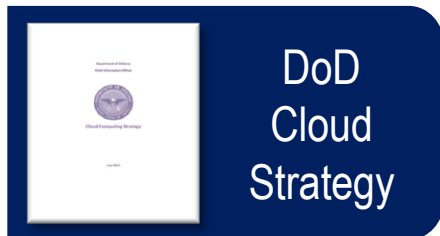


Driving the Navy's Cloud Strategy



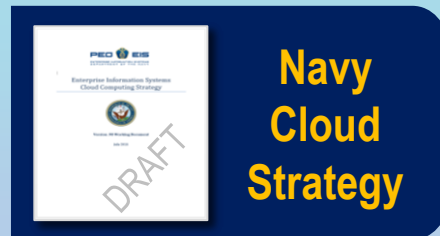
- Congressional, OMB and Federal CIO Cloud Computing Strategy, including 'Cloud First' guidance
- Standardized cloud security controls (e.g., FEDRAMP)

Industry begins to invest in limited number of federal cloud offerings



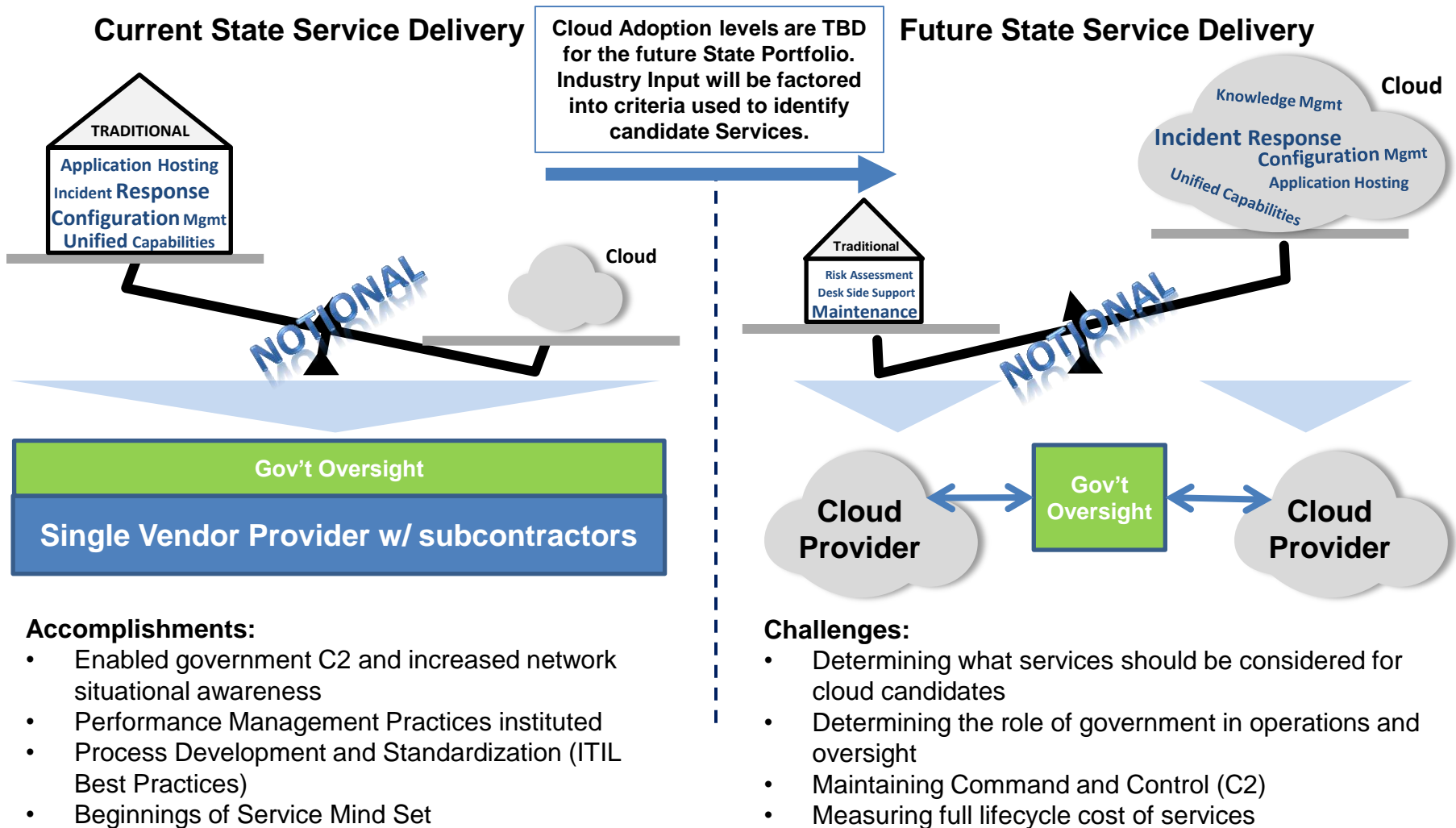
- DOD CIO Cloud Computing Strategy
- Direction to reduce IT/data center footprint and costs
- Additional interest in cloud as data/network security enabler (in support of maintaining "cyber hygiene")
- DoD cloud provider accreditation process

Vendors build architecture to support future DoD cloud demand and pursue DoD accreditation – marketplace still limited



- Oct 2013 DCC R3B set goal: 75% of Navy's systems will be hosted by commercial providers, in support of IT Efficiencies / Cost Targets
- Reduce Cyber Vulnerabilities
- Mobility Strategy (enabled by cloud)
- Single integrated ashore IT infrastructure with unified command & control

Current and Future Service Delivery Models



We need Industry to provide feedback about how to address future Service Delivery challenges